Evaluating Training and Workshop Services:
Design Document

Training and workshop sessions are conducted for a variety of audiences. The subject of training and workshop sessions varies widely, depending on the participants and their specific training needs. In general, the training and workshop sessions are designed to increase the appropriate and effective use of collaborative problem solving and conflict resolution processes.

The U.S. Institute for Environmental Conflict Resolution has designed an evaluation system to (a) measure and report on the performance of training/workshop services and (b) to facilitate continual learning and improvement when evaluation information is gathered, analyzed, and shared with trainers/facilitators, program managers/administrators, and other appropriate audiences.

Design Elements and Data Collection

Training participants will be asked to complete a questionnaire at the end of the training or workshop session. Participation is voluntary and the survey instrument contains seven questions, requiring responses to fill-in-the-blank and open-ended questions (Appendix A). Topics to be evaluated include whether: the training objectives were clear and understood by the participants; an appropriate trainer(s)/facilitator(s) guided the session; participants were engaged appropriately; participants gained unable knowledge. *Affected Entities*: Entities potentially affected by this action are individuals who participate in training/workshop sessions. *Burden Statement*: It is estimated that the annual national public burden and associated costs will be

approximately 195 hours and $7,605, respectively. These values were calculated assuming that on average: a) training participants require six minutes to complete this questionnaire; and b) there will be 1,950 participants evaluated each year. Cost burden estimates assume: a) there are no capital or start-up costs for respondents, and b) respondents' time is valued at $39/hr.

Data Use and Audiences

Information from the questionnaire will facilitate the (a) measurement and reporting of performance for specific training/workshop sessions, (b), program performance measurement and reporting when the data are aggregated across all evaluated training/workshop sessions, and (c) learning and improvement when the feedback is used to design and execute future training/workshop sessions. The evaluation audiences include the training/workshop participants, trainers/facilitators, project managers/administrators, and the Office of Management and Budget.

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